

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

SPO Price List Contract No. 10-10

TELEPHONE BASED INTERPRETER SERVICES

(WSCA Contract No. 03508)
June 9, 2010 to February 15, 2011

INFORMATION ON WSCA

The State of Hawaii is a member of the Western States Contracting Alliance (WSCA), a multi-state contracting consortium of state governments, including local governments. WSCA seeks to achieve price discounts by combining the requirements of multi-state governmental agencies, and cost-effective and efficient acquisition of quality products and services.

The State of Washington is the current lead agency and contract administrator for the WSCA Telephone Based Interpreter Services contract. A request for competitive sealed proposals was issued on behalf of WSCA and contracts were awarded to three qualified Contractors. The State of Hawaii has signed Participating Addenda with two Contractors.

The Telephone Based Interpreter Services contract provides 365-days a year/7-days a week/24-hours a day Telephone Based Interpreter Services for 85 languages/dialects. Services are provided on an "as needed" basis for Limited English Proficiency (LEP) clients needing immediate interpreter assistance. Contract does not include in-person interpreting, sign language interpreting or document translation services.

The State Procurement Office (SPO), on behalf of the Executive Departments/Agencies and participating jurisdictions listed, has joined the WSCA Telephone Based Interpreter Services contract.

For additional information on this contract, visit the WSCA website at www.aboutwsca.org.



PARTICIPATING JURISDICTIONS listed below may purchase from this vendor list contract:

Executive Departments/Agencies (Does not include OHA and UH)	City and County of Honolulu (C&C of Honolulu)
Department of Education (DOE)	County of Hawaii
Hawaii Health Systems Corporation (HHSC)	Hawaii Dept. of Water Supply
Senate	County of Maui
Judiciary	

Participants are not required to purchase from this contract, and waivers from the contract will not be required. Participants are allowed to purchase from other sources; however, Chapter 103D, HRS, and the procurement rules will apply to purchases using the applicable procurement method and its procedures, such as small purchases or IFB, unless the agency is exempt from Chapter 103D. The decision to use this contract or to solicit pricing from other sources will be at the discretion of the agency.

POINTS OF CONTACT. Questions regarding the products listed, ordering, pricing, and status should be directed to the vendor(s).

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Telephone	Fax	E-mail
Executive	Wendy Orita	586-0563	586-0570	wendy.m.orita@hawaii.gov
DOE	Procurement Staff	675-0130	675-0133	Carlton_Chinen@notes.K12.hi.us Connie_Chun@notes.k12.hi.us
HHSC	Alison Stransky	733-4168	733-4460	astransky@hhsc.org
Senate	Carol Taniguchi	586-6720	586-6719	c.taniguchi@capitol.hawaii.gov
Judiciary	Newton Sakamoto	538-5805	538-5802	Newton.t.sakamoto@courts.state.hi.us
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	bfspurchasing@honolulu.gov
County of Hawaii	Gilbert Benevides	961-8231	961-8248	gil_benevides@co.hawaii.hi.us
Hawaii Dept of Water Supply	Dee Degele	961-8050	961-8657	ddegele@hawaiidws.org
County of Maui	Greg King	270-7488	270-7138	greg.king@co.maui.hi.us

USE OF THIS PRICE LIST CONTRACT BY NONPROFIT ORGANIZATIONS. Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contracts (HRS Chapter 103F) have been invited to participate in the SPO vendor lists contracts.

A listing of these nonprofit organizations is available at <http://hawaii.gov/spo/spoh/for-private-providers/NonProfitCoopPurchasingList.pdf>.

If interested, these nonprofits will contact the vendor to obtain concurrence on their participation.

If a nonprofit wishes to purchase from a SPO price list contract, the nonprofit must obtain approval from each vendor, i.e., participation must be mutually agreed upon. A vendor may choose to deny participation by a nonprofit. Provided, however, if a nonprofit and vendor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than a SPO price list contract vendor.

VENDORS. The following vendors are authorized to provide telephone based interpreter services. The following contractors have signed a Master Agreement with the State of Washington and a Participating Addendum with the State Procurement Office in Hawaii.

Vendor (listed alphabetically):	Remittance Address:	Rate:
Corporate Translation Services, Inc. dba CTS LanguageLink	911 Main St., Suite 10 Vancouver, WA 98660	\$0.82/min
Pacific Interpreters, Inc.	707 SW Washington, Suite 200 Portland, OR 97205	\$0.86/min

SERVICES AVAILABLE:

This contract provides 365-days a year/7-days a week/24-hours a day Telephone Based Interpreter Services on an "as needed" basis for Limited English Proficiency (LEP) clients needing immediate interpreter assistance. This contract does not include in-person interpreting, sign language interpreting or document translation services.

LANGUAGES:

Albanian	Ewe	Italian	Nepali	Spanish
Amharic	Farsi	Japanese	Nuer	Sudanese Arabic
Arabic	French	Karen	Oromo	Swahili
Armenian	Fulani	Khmer	Pashto	Swedish
Bengali	German	Kirundi	Persian	Tagalog
Bosnian	Greek	Korean	Polish	Taiwanese
Bulgarian	Gujarati	Kunama	Portuguese	Tamil
Burmese	Haitian Creole	Kurdish	Punjabi	Thai
Cambodian	Hausa	Laotian	Romanian	Tibetan
Cantonese	Hebrew	Maay	Russian	Tigrinya
Chin	Hindi	Malay	Samoan	Taishanese
Chuukese	Hmong	Malayalam	Serbian	Tongan
Croatian	Hungarian	Mandarin	Serbo Croatian	Turkish
Czech	Ilocano	Marshallese	Sinhalese	Ukrainian
Danish	Indonesian	Mien	Slovak	Urdu
Dari	Inupiaq	Mixteco	Somali	Vietnamese
Dinka	Iraqi Arabic	Mongolian	Sorani	Yupik

VENDOR CODES for annotation on purchase orders are obtainable from the "Alphabetical Vendor Edit Table Report" available at your department's fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.

PURCHASING CARD (pCard). The Executive department/agencies with the exception of the DOE, HHSC, OHA, and UH, shall use the State's (pCard) for orders totaling less than \$2500. If vendor requires hardcopy confirmation of a transaction made by pCard, agency may use SPO-10B, pCard Order Form, available on the SPO website: <http://hawaii.gov/spo>; click on "Forms for State Agencies" in the Quick Links section of the homepage.

For purchases \$2500 or more, agencies may use the pCard, subject to its credit limit, or issue a purchase order.

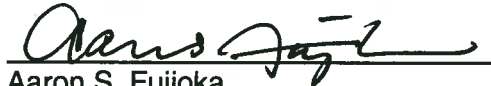
PURCHASE ORDERS may be issued for purchases \$2,500 or more; and for vendors who either do not accept the pCard or who set minimum order requirements before accepting the pCard for payment who charge its customers a transaction fee for the usage.

SPO PL/VL Contract No. 10-10 AND MASTER AGREEMENT NO. 03508 must be typed on purchase orders issued against this vendor list contract. For pCard purchases, the SPO PL/VL Contract No. 10-10 and Master Agreement No. 03508 must be notated on the appropriate transaction document.

PAYMENTS are to be made to the Contractor(s) remittance address. Section 103-10, HRS, provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of contract to make payment. Payments may also be made via pCard.

VENDOR AND PRODUCT EVALUATION form, SPO-12, is made available to the agencies for the purpose of addressing concerns on this price list contract. The form can be accessed from the SPO website: <http://hawaii.gov/spo>. Click on "Forms for State Agencies" under the Quick Links menu.

VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET at the SPO website: <http://hawaii.gov/spo>. Click on "SPO Price List/Vendor List Contracts" at the main menu.

 6/14/2010
Aaron S. Fujioka
Administrator



RATE: \$0.82/min. for all languages

SET UP ACCOUNT:

- | | |
|---------|---|
| Step 1: | Visit: http://wsca.ctslanguagelink.com . Complete all fields. Create Account. |
| Step 2: | Agency will receive an account setup confirmation email within 24 hours. |
| Step 3: | For questions contact CTS LanguageLink at 1-877-604-5086 |

HOW TO USE INTERACTIVE VOICE RESPONSE (IVR):

- | | |
|---|---|
| Step 1: | Call 1-888-338-7394 |
| Step 2: | <u>Enter Account Number</u> , followed by # sign |
| Step 3: | <u>Select 1</u> to be connected directly to your Spanish interpreter, <i>or</i>
<u>Select 2</u> to be connected directly to your Russian interpreter, <i>or</i>
<u>Select 9</u> for all other languages |
| *If you require a 3 rd party call, <u>press 9</u> to reach a Customer Service Representative | |
| Step 4: | <u>Enter Employee ID (last 4 digits of phone number)</u> followed by # sign |

CLIENT PORTAL: to access and manage your client information

- | | |
|---------|--|
| Step 1: | Logon to: http://www.ctslanguagelink.com |
| Step 2: | Select LOGIN |
| Step 3: | Enter your USER NAME and PASSWORD as provided when your account was established. When you have successfully logged in, the "Welcome" page will appear. You are now able to access your client information. |

CONTACT INFORMATION:

For assistance with Operations/Concerns/Using IVR:

Sarah Gamble, Interpretation Division Manager *or*
Direct 360.433.0437
Toll Free 1.866.610.1338, ext. 437
Email: sarah.gamble@ctslanguagelink.com

Camilo Angel, Client Relations Manager
Direct 360.433.0408
Toll Free 1.800.208.2620, ext. 781 *or*
1.866.610.1338, ext. 781
Email: camilo.angel@ctslanguagelink.com

For assistance with all other questions:

Kimila Johnson, Director of Sales
Direct 360.433.0444
Toll Free 1.800.208.2620, ext. 444
Cell: 360.907.1200
Email: kimila.johnson@ctslanguagelink.com

IVR FAQs:

What if I do not know my Account number?

You do need this information in order to reach the interpreter directly. If you are unsure of your account number, wait and the system will direct you to a live operator who will look up your account.

What if I do not know my Employee ID number?

If you are unsure of your employee ID number, wait and the system will direct you to a live operator who will transfer you to an interpreter.

For most customers who require an employee ID this is typically the employee extension.

What is IVR?

IVR stands for Interactive Voice Response. CTS LanguageLink's IVR system allows a customer to quickly select the language desired for interpretation and be connected immediately to an interpreter without interaction with a live attendant. The benefit of this is an even faster connect time to your interpreter and better service to your limited English proficient (LEP) client.

What is a third party call?

A third party call is when you need CTS LanguageLink to call the LEP client and then bridge the call together with you and the interpreter.

How do I make a third party call with CTS LanguageLink?

If you need a third party call, press 9 (*even for Spanish*) to reach a Customer Service Representative (CSR) and let the operator know you need a third party call. We are happy to assist you with this at no additional charge. Our *interpreters are not able to make the third party call* directly.

I need a Hindi interpreter. How do I get a Hindi interpreter on the line?

Press 9 for other languages and let the CSR know that you need a Hindi interpreter and they will connect you.

Contact the Client Relations Manager if you have any further questions regarding IVR.



RATE: \$0.86/min. for all languages

SET UP ACCOUNT:

- | | |
|---------|---|
| Step 1: | Complete the attached "Client Profile Information Form Attachment B".
Submit form to: Matthew Riley at matthewr@pacificinterpreters.com or fax
(503) 445-5643 |
| Step 2: | Pacific Interpreters will contact Agency to establish account |
| Step 3: | Once account is established, Pacific Interpreters will email the toll-free number
and access code to the Agency. The toll-free number and access code will be
used to obtain interpreter services. |

ONLINE REPORTING:

Using agencies have the option to be set up for online reporting. Contact Matthew Riley for instructions and a username/password.

CONTACT INFORMATION:

Matthew Riley, National Sales Director
Direct (503) 445-5642
Fax (503) 445-5643
Email: matthewr@pacificinterpreters.com

Alternate Contact:
Emilie Gerber, West Coast Account Support Manager
Phone: 503.445.5652
Email: emilie@pacificinterpreters.com

WEBSITE: <http://www.pacificinterpreters.com/>



pacificinterpreters

We understand.

Client Profile Information Form

Attachment B

Main Contact				
Organization				
Contact Name		Title		
Telephone #		Department		
Pager/Cell #		Email		
Fax #		Website		
Address				
City		State		Zip

Alternate Contact			
Contact Name		Title	
Telephone		Email	

Billing Contact				
Contact Name		Title		
Telephone #		Department		
Fax #		Email		
Address				
City		State		Zip

Blanket PO #	
Tax ID #	